

**APPROVED & ADOPTED BY TECB AT THE
REGULARLY SCHEDULED TECB MEETING ON MAY 4, 2022.**

**Meeting Minutes
Tennessee Emergency Communications Board
February 2, 2022**

The Tennessee Emergency Communications Board (“TECB”) convened a meeting on Wednesday February 2, 2022, at 9:30 a.m. in Conference Room 1-A, at Davy Crockett Tower in Nashville, TN with a quorum of members in person and no members joining via telephone.

Executive Director Curtis Sutton called the meeting to order. Eight (8) of nine (9) appointed members were present for the meeting.

- The following member(s) attended the meeting physically:
 - o Brad Anders
 - o Mark Archer
 - o Greg Cothron
 - o David Crews
 - o Hon. Blake Lay
 - o Steve Martini
 - o Phillip Noel
 - o Jennifer White
- The following member(s) did not attend the meeting:
 - o Dan Springer

A quorum being present, Executive Director Sutton commenced the meeting.

I. Comment Period

- At the time of the meeting, no members of the public signed up to comment before the Board.

II. Approval of Minutes

The minutes of the Board’s November 3, 2021 meeting were reviewed. Mayor Lay moved to approve the minutes. Member Anders seconded the motion. The Board members present voted unanimously to adopt and approve of the minutes.

III. Staff Reports

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A. Report of the Executive Director

i. Call Volume, Misroute and Outages Report

During the 2nd quarter of fiscal year (FY) 2022, call volumes increased by 6.9% over the same quarter FY 2021. The quarter reported a 7.6% decrease in call volume from the previous quarter, which is consistent with previous years. The second and third quarters are always the lowest call volume months for Tennessee.

On average, just under 90% of all 911 calls in Tennessee were reported with a Wireless Class of Service Phase I or Phase II. Wireless call volume had been steadily increasing since the pandemic began in early 2020 but seems to be holding steady around 90% for the last year. Three of the Top 4 Carriers provided the majority of the call volume for the quarter —Verizon Wireless, AT&T Mobility, and T-Mobile; however, Sprint has been surpassed for the first time in 4th place by three other providers (presumably due to the transition to T-Mobile).

Throughout the quarter, the highest call volumes per public safety answering point (PSAP) remain consistent with the 1st quarter of FY 2022. The Top 10 PSAPs supported, on average, 58% of all requests for assistance within Tennessee. On average, the Top 10 PSAPs processed 170,866 total calls per month, while the remaining PSAPs in the state processed 127,231 total calls per month.

With the transition to the AT&T nationwide Emergency Services Internet Protocol (IP) network (ESInet), PSAPs are now responsible for reporting call-handling and other troubles to their respective vendors. ESInet circuit and call-handling as a service (CHaaS) issues are reported directly to the AT&T resolution center. AT&T is providing the Board with a summary of tickets reported each month; in the 2nd quarter of FY 2022, 102* trouble tickets were opened across the state.

Highlights for call volume and trouble tickets are as follows:

- The Top 3 Wireless Carriers delivered, on average, about 86% of all 911 calls in Tennessee.
- Wireless calls represented 89.8% of all calls for the 2nd quarter of FY 2022.
- The Top 10 Call Volume PSAPs remained consistent at 58% of all calls.
- In the 2nd quarter of FY 2022, 102* trouble tickets were opened or automatically generated by AT&T.

*Note, the trouble ticket count is for Nov & Dec only – will update when we receive the October data

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ii. NG911 Contract Update

We have executed 37 MOUs for special construction for the redundant connections at the PSAPs. The special construction costs are part of the RFP and contract. All of the costs contained in the MOUs are below the budgeted costs in the NG911 contract.

As part of the new contract, NetTN (the old NG911 network) firewalls must be removed from the PSAPs prior to installation of the redundant connections. We negotiated with AT&T to continue to be billed for NetTN firewalls until AT&T installs the redundant connections at the PSAPs. This avoids additional vendor costs at the local PSAP level. PSAP vendors will only have to make one reconfiguration of their equipment, rather than a reconfiguration following the removal of the NetTN firewall and an additional reconfiguration during the installation of redundant connections.

iii. TECB Activities

The TECB amendment for our contract with Mission Critical Partners has been approved. We are excited to continue our partnership with MCP.

A reminder for the ECDs, T-CPR quality assurance and reports are due on April 1st.

We hosted a session at the 911 Winter Workshop in Gatlinburg on January 27th.

The Arc Tennessee recognized the Board as the 2021 Agency of Distinction for collaborating and strategizing with The Arc Tennessee to create a state policy that requires all 9-1-1 jurisdictions in Tennessee to support text to 9-1-1.

The Agency of Distinction award honors a public or private community organization that provides exemplary support and demonstrates a commitment to community inclusion for people with disabilities.

Executive Director Curtis Sutton was recognized for presenting information at the 2021 Tennessee Disability Mega Conference and making a special effort to be available for discussion related to the policy process. TECB Vice-Chairman Stephen Martini was recognized for initiating the discussion that led to the TECB's state-wide text to 9-1-1 policy.

We are excited to report that Jennifer Schwendimann, the Board's Training Coordinator, welcomed a new addition to her family, Felix James Schwendimann. He was born on 1-3-2022 at 9 lbs. 14 ounces and 22 inches long.

As usual, at the end of the packet are the one-page information sheets that will be added to our

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website. These sheets are updated quarterly before each Board meeting. We encourage the 911 community to review and utilize these information sheets.

B. Report of the Fiscal Director

i. FY2022 TECB Financial Update

Actual TECB expenditures from July 1, 2021 through December 31, 2021 were \$71,168,506 and \$61,566,054 revenues were recorded.

A comparison schedule of the financial status through the same period last fiscal year was included in your packet. Major highlights to note are:

1. Decrease of Third Party Professional Services resulted from reduced consulting and cybersecurity costs.
2. Decrease in Grants and Subsidies was result of \$2 million decrease in Section 130 distribution to ECDs.
3. \$1.5 million decrease in Computer Related Items was mainly because FY2020 payments to ATT were higher because of start-up cost for the CHaaS program first 100 seats.
4. Surcharge revenues are about 31% higher resulting from an approximate 30% surcharge increase.
5. Revenue looks low compared to expenditures because no July revenue is recorded in Edison because of accrual accounting, but expenditures for July are recorded.

ii. District Financial Status

As of January 21, 2022, sixty-eight (68) districts have FY2021 audits on file with the Comptroller of the Treasury. Three reported negative changes in net position and all had depreciation expense greater than negative change. Several had positive changes and were removed from last year's Policy 6 assistance list.

All districts have FY2022 budgets of file with TECB.

iii. Fund Balance

The ending FY2021 fund balance on July 1, 2021 was \$ 35,482,737.34. The amount of

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cash in the Emergency Communications Fund changes with daily transactions and on January 24, 2022, the fund balance was \$25,819,340.44.

iv. Summary of CHaaS and NON-CHaaS Finances

Appropriate adjustments have been made to the bi-monthly and controller subsidy distributions in accordance with agreements for CHaaS participation by ECDs. (Bedford, Benton, Carter, Chester, Dickson, Dyer, Fayette, Giles, Hamblen, Hardeman, Haywood, Jackson, Johnson, Kingsport, Lauderdale, Lawrence, Madison, Marshall, Maury, Monroe, Montgomery, Obion, Roane, Robertson, Unicoi, Union, Washington, and Wilson)

We received some correspondence from the Dept. of Revenue as a result of inquires we made regarding collection of the 911 surcharge. Benjamin Glover was instrumental in persuading DOR to provide us with the report outlining the audit and actions taken by DOR since they first started collecting the 911 surcharge with highlights from the last fiscal year. TECB staff plans to work with DOR representatives to provide additional detail on audit procedures and initiate reporting from DOR on the 911 surcharge on an annual basis.

IV. Vendor Reports

A. AT&T Updates

Jimmy Lichtenstein gave a report on AT&T's progress on migrating PSAPs from NetTN to the AT&T ESInet.

B. MCP After Action Review Report

Molly Falls and Jamie Sullivan of Mission Critical Partners presented an update on cyber security assessments and our progress on Text-to-911.

C. Report from Zetron Re: Migration and Text-to-911

Diane Harris, Product Manager, and Richard Wong, Vice President, Strategy and Product Management will attend on behalf of Zetron.

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*** NOTE * At approximately 10:25 the Board took a brief recess due to a medical emergency in the audience at the meeting. Also, due to a schedule conflict Member Archer departed the meeting at 10:42 and was not present for any of the votes on the Board motions after the recess.**

V. Old Business

A. Financial Study Committee Appointments from November Meeting

Chairman Noel brought up that at the November meeting only one volunteer was not appointed to the Board's Financial Study Committee and a discussion of the minimum and maximum limits of the number of committee members for standing and special committees ensued. Chairman Noel asked General Counsel Glover to review the Board's Bylaws and bring some suggestions at the May meeting for establishing uniformity amongst the committees citing that the Board does not want to turn away volunteers but also that the larger the committee is the more difficult it is to schedule meetings and obtain participation from the membership.

Board Motion: Mayor Lay moved to appoint Teresa Purcell to the Financial Study Committee. Member Crews seconded the motion. The Board members voted in favor of the motion with five (5) "Ayes" and two (2) "Nays".

VI. New Business

A. Convene the Operations Advisory Committee

On September 23, 2020, the Operations Committee discussed proposed changes to TECB Revenue Standards, the T-CPR Rule, and PSAP Standards. PSAP Standards remains on the committee's project list.

During the April 15, 2021 meeting, it was proposed that determining core services applicable to every PSAP would be essential before attempting assignment of standards and/or cost. A proposed list of core services was discussed and insufficient data was available to define core services. Committee members were tasked with providing individual suggestions and recommendations for core services to be presented at the next committee meeting.

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Subsequent to the meeting, two committee members, (Justin Crowther & Jeff Carney), provided suggestions for core service functions and another member, (Karen Moore) commented and raised additional questions.

Operations Committee meetings scheduled for May 13 and May 27, 2021 were cancelled.

Fiscal Director, Jim Barnes, has combined the original proposed core services schedule with the recommendations from committee members onto a single comparative schedule. The Committee needs to meet to review this document and continue its discussions.

Recommendation: Direct Staff to Convene the Operations Advisory Committee

Board Motion: Member Anders moved to direct staff to convene the Operations Advisory Committee. Mayor Lay seconded the motion. The Board members present voted unanimously in favor of the motion.

B. Authorize RFP for an On-line Training Platform

The TECB's contract with Virtual Academy("V-Academy") expires on October 31, 2022. The V-Academy platform provides a direct benefit to the frontline operations of 911 in Tennessee, saving local jurisdictions significant time and money. It allows local 911 personnel to meet Tennessee's training requirements while reducing travel, staffing, and tuition costs on ECDs.

During fiscal year 2021, there were over 2800 users registered on the platform. Over 13,200 hours of content was delivered to Tennessee's 911 telecommunicators, averaging more than 1100 hours of training each month.

This has been an incredibly successful program and we wish to continue to provide our customers with this service. In order to do so, staff needs authorization to issue a request for proposals ("RFP") through the State's procurement process.

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**Recommendation: Authorize Staff to Issue and RFP for an On-line
Training Platform**

Board Motion: Mayor Lay moved authorize staff to issue and RFP for an on-line training platform. Member White seconded the motion. The Board members present voted unanimously in favor of the motion.

VII. Adjourn

Date for Next Meeting: Wednesday, May 4, 2022 at 9:30 Central Time.

APPENDICES:

- **Appendix A:** Board Vote Tracker for November 3, 2021
- **Appendix B:** Board Packet for February 2, 2022 Meeting